

AutocheX: Frequently Asked Questions

What is AutocheX?

AutocheX is a Mitchell service that collects customer satisfaction results. Learning more about the experience of your customers will provide you the opportunity to make enhancements to customer service. Manitoba Public Insurance will also review results to identify customer service trends for the industry.

Who will participate in the AutocheX surveys?

All customers who have had repairs completed by an accredited shop for an Autopac claim on their light vehicle are eligible to be contacted for an AutocheX survey.

What do I need to do to participate in the AutocheX Program?

You will be contacted by Manitoba Public Insurance and Mitchell before your implementation date, and provided training materials and instructions for pre-implementation activities required to set up reporting.

When is the AutocheX customer satisfaction survey conducted?

Mitchell has arranged for Logit Group, a Canadian-based company, to conduct all customer satisfaction surveys for the AutocheX program. Surveys are conducted by telephone Monday through Friday between 4 p.m. and 9 p.m., and Saturdays from noon to 6 p.m.

How does AutocheX receive my customer's contact information?

Manitoba Public Insurance will provide Mitchell with the contact information for the registered owner of the vehicle that was repaired as part of a Manitoba Public Insurance claim.

How soon after the repair is completed will my customer be contacted?

Mitchell / Logit Group conduct most surveys as early as 2 business days after the vehicle repair is designated as completed and delivered to the customer. Sometimes, when a customer cannot be reached during the first call attempts, callbacks may occur over several weeks.

How long is the survey?

Generally, surveys take between three and five minutes to complete.

When will I get the results of the survey?

The results are loaded into RepairCenter and available for your review the morning after the survey is completed.

What if you can't reach my customer?

Several attempts will be made to reach each of your customers. If the survey call reaches an answering machine or receives a busy signal, the survey caller will try again later. If a customer answers the call but says they're not available to complete the survey at that time, the caller will schedule another time to call back.

How will I know if a customer is unhappy?

Results of customer surveys are available in RepairCenter and may include customer comments to help you understand satisfaction levels.

What reporting features does RepairCenter offer?

Mitchell RepairCenter has Customer Satisfaction Index reports that you can customize to meet your shop's needs. These reports allow you to sort and filter the survey results, to "drill down" from one report to another. Once you've created your own shops' custom reports, you can save them as "Favorites" for quick and easy future access.

How will I access my reports in RepairCenter?

With RepairCenter, you choose how your shop's reports are delivered. Not only can you select the electronic file format (such as PDF or Excel) you can also create custom reports and save them as "Favorites." You can customize the delivery schedule, so you will receive the reports you want, when you need them. Reports can be automatically e-mailed to you monthly, weekly, or daily.

Can I view my scores during the month to see how my shop is performing?

Yes. With Customer Experience Tools, reports are updated daily so you can see exactly how you are doing throughout the month. You can also set date ranges to compare your performance (previous months, quarters, year-to-date).

I already use a survey tool, do I use both?

All customers who have had repairs completed by an accredited shop for an Autopac claim on their light vehicle are eligible to be contacted for an AutocheX survey. As a result, the AutocheX survey may overlap with your current tool.

What is the cost?

Manitoba Public Insurance is providing AutocheX to you at no cost for all Autopac claims.

Who do I call if I have questions or need technical support?

Call Mitchell Tech Support at 1-800-448-4401 (select Option 2 for Technical Support) or create a support ticket via MiPortal Customer Support at <https://www.mitchell.com/support>.